

# California Science Center

700 Exposition Park Drive, Los Angeles, CA 90037

Telephone: 213-744-7602

Fax: 213-744-7456

[www.californiasciencecenter.org](http://www.californiasciencecenter.org)

The Deputy Director of Operations reports to the President and CEO of the California Science Center. The incumbent is responsible for providing high-level policy direction and oversight of the day-to-day exhibit, plant and facility operations of the California Science Center. The Deputy Director of Operations ensures the Science Center's compliance with executive orders, regulations and laws as they relate to operations and provides leadership on the design and construction of new facilities, capital outlay projects, repairs and maintenance. The Deputy Director of Operations also oversees the Guest Services and Animal Care contract and as such represents and safeguards the interest of the California Science Center and supports and advances the mission, goals and strategic values of the California Science Center.

## ESSENTIAL FUNCTIONS AND PERSONAL CHARACTERISTICS

The Deputy Director of Operations is responsible for high-level management and policy influencing projects. In doing so, the Deputy Director is expected to function in a demanding and changing environment which requires the incumbent to successfully execute the following essential functions:

- Be committed and provide vision and constructive direction to staff and projects to ensure success.
- Lead and model the highest degree of integrity and ethics.
- Provide information and/or counsel to the President and CEO that is timely, accurate and applies sound judgment.
- Maintains a strong work ethic, be versatile, flexible, and self-motivated.
- Manage with poise, optimism, confidence and a positive attitude.
- Respond to adversity and pressure with calmness and maturity.
- Possess knowledge and is considered to be a respected leader in the field/discipline.
- Possess emotional intelligence, exceptional listening skills, and is able to apply intuition and common sense.
- Works independently and also supports/follows the chain of command.
- Respects and has a grasp of the legal implications of sexual harassment and bullying, proper hiring and firing practices, budget management and contracting, information security and confidentiality, etc.
- Communicates effectively and displays strong verbal, writing, and active listening skills.
- Able to seek out opportunities as well as create, build, and manage relationships (vertical and horizontal) with peers, subject and technical experts, political leaders, officials and supporters, institutions and agencies, etc.

Fosters teamwork, cohesion and is an effective and dependable collaborator and facilitator within the field.



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**25% CAPITAL OUTLAY PROJECTS** - Oversee construction of new projects. Currently responsible for construction oversight associated with the \$250 Million Phase III Air and Space Center project. Work collaboratively with consultants and contractors and meet with designers, architects and engineers. Interface and liaison with state control and review agencies.

**35% PLANT OPERATIONS AND EXHIBIT SERVICES**- Policy and management oversight of exhibits maintenance, plant operations, trades and custodial departments. Provide leadership and direction through department managers, guidance on budgetary, guest services and operations, and personnel matters. Forecasts financial requirements and staffing needs and gathers and monitors information from respective areas of responsibility to prepare required reports or special studies related to fiscal matters, planning and scheduling installation and de-installation of special, permanent or temporary exhibits, facility and plant operations, maintenance and repairs, guest related matters. Participates in the policy development and serves as a subject matter expert in the development of budget change proposal requests for State consideration as well as state annual reports. Authorize and oversee internal and external contracts for Science Center operations and maintenance including specialized components of the contract between the California Science Center and California Science Center Foundation for animal care, life support and guest services. This also involves ensuring compliance with governmental control agencies as well as professional associations and accreditation agencies.

**20% FACILITIES MANAGEMENT** Conducts constant site inspections of facilities and services in order to evaluate methods to ensure safety and improve efficiency and effectiveness of services provided to guests. The incumbent also oversees operational services provided to the California African American Museum, Office of Exposition Park Management, and the Dr. Theodore T. Alexander Jr. Science Center School.

**5% LIVING COLLECTIONS** - Establish and maintain collaborative relationships with other science centers, zoos and aquariums, government agencies (i.e., the State Department of General Services, Office of Risk Management, Fire Marshall, etc.)

**5% Other duties as assigned or required** including acting as SKELLY officer. Participates in emergency planning, assignments, drills, exercises and meetings.

**5% Direct internal and external**, short and long-term strategic planning efforts for operations and guest services at the Science Center. Use appropriate methods to continuously improve efficiency and effectiveness of exhibits and overall guest experience.

## OTHER DUTIES

**5% Provide support to the President and CEO of the Science Center** on administrative matters or special projects. Work with Executive Staff and other Science Center personnel to provide support for Science Center wide projects and initiatives. Attend board meetings, board committees, conferences and events to which incumbent must address various audiences and relevant issues. Serve as Department's Skelly officer and SLAA monitor

## KNOWLEDGE, SKILLS AND ABILITIES

Incumbent is able to demonstrate the ability to successfully perform high administrative and policy influencing functions effectively. Such overall ability requires possession of the following specific knowledge, skills and abilities:



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Knowledge of best practices in guest services/customer service in museum, science centers, educational centers, etc. Knowledge of current practices and principles regarding animal care and life support systems. Knowledge and understanding of blueprints, design build and auto cad drawings, etc. Knowledge of facility/infrastructure design, construction and operations, personnel management techniques and workplace safety as they relate to plant and facility operations and building infrastructure and support, trades, permitting, codes, etc. Knowledge of the organization and functions of the California State Government including the organization and practices of the Legislature and the Executive Branch, principles, practices, and trends of public administration; organization and management; techniques of organizing and motivating groups and trades. Skills necessary to successfully organize and direct the work of multidisciplinary professional, trades and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of diverse programs, trades, or disciplines to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of facility and operational matters; develop cooperative working relationships with representatives within related fields and disciplines, analyze complex problems and recommend effective course of action; prepare and review reports; and effectively contribute to the department's affirmative action objectives.

Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage complex programs; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

## **INTERPERSONAL SKILLS**

Ability to communicate effectively with individuals from varied experiences, perspectives and backgrounds.

## **DESIRABLE QUALIFICATIONS**

Education: BS-BA university degree, Master's Degree and/or PhD in Business/Public Administration, Education or related field. Certificates and training in building trades, and guest services.

Experience: Five years in executive/senior management position with direct reports with complex and specialized functions and responsibilities involving facility operations, exhibit and building maintenance, care of living collections and guest/customer service emphasis.; or California State service performing management and supervisory duties comparable to a Division Chief or Program Manager with complex and specialized functions and responsibilities OR ten years in operational and customer services senior management position or California State service performing the duties of a Deputy Director of Operations or current employment in a class with a level of responsibility not less than that of Deputy Director with no less than five years of supervisory/management experience of a staff exceeding 100 PYS.



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## **WORK ENVIRONMENT & PHYSICAL ABILITIES**

Some of the below Work Environment requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation per the American Disability Act (ADA).

Appropriate attire for professional office environment. Daily use of PC and related software applications at the workstation. Ability to walk two miles per day in/around Science Center buildings. Read, interpret and apply State guidelines, manuals and policies. Attend weekend and evening events, occasional changing work hours and travel may be required.

